1 - Reset My Password

To recover your password, go to the Somerset College website (www.somerset.qld.edu.au), click on the Portals drop-down menu and select 'Reset My Password'.

![Password Reset Instructions Image]
2 - Account Information

Enter your 5 digit community ID number, followed by '@parent.somerset.qld.edu.au', and enter the characters in the picture. Click next.

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

1. User ID:

```
55555@parent.somerset.qld.edu.au
Example: user@contoso.onmicrosoft.com or user@contoso.com
```

2. Enter the characters in the picture or the words in the audio.

3. Next Cancel
3 - Choose Preferred Method of Verification

On the left side panel, select your preferred method of verification.

Please choose the first contact method we should use for verification:

- Email my alternative email address
- Send a text to my mobile phone number
- Call my mobile phone number

In order to protect your account, we need you to enter your complete mobile phone number (**********05) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number
3a - Verification by Phone (text or call)

If you selected phone verification as your preferred method, enter the your phone number and click on the button that says text or call.
3b - Verification by Email

If you selected email as your preferred method of verification, an email will be sent to the inbox of the email address you configured when you set up your verification information. All you need to do is click on the button that says email.
4 - Enter Verification Code

Enter the verification code you receive by either text, email or phone call (depending on what you chose in the previous step) in the field provided, and click next.

Get back into your account

Please choose the second contact method we should use for verification:

- Email my alternative email address

We've sent an email message containing a verification code to your inbox.

372248

[Next]

Cancel
5 - Create New Password

Enter a new password in the first field, then re-enter it in the second field to ensure the password has been entered correctly.
Please make sure your new password has a mixture of lower and upper case letters, with at least one number or symbol.
Once you have entered your new password, click finish.

Get back into your account

verification step 1 ✓ > verification step 2 ✓ > choose a new password

1. *Enter new password:*********
2. *Confirm new password:*********
3. Finish
6 - Complete

If you see the screen below, you have successfully reset your password.

![Microsoft](image)

Get back into your account

☑️ Your password has been reset